

## Standard Operating Procedure for on call advice to regional pre-hospital trauma service including Communication mapping for WMAS Regional Trauma Desk

### Standard:

- The 24/7, 365-day availability of a consultant grade doctor with proven competencies in pre-hospital care to give remote advice to the control room paramedic and/or to the crews on scene or in transport.

### Operational Model

- All calls for advice to be routed through the regional trauma desk (RTD)
- The clinician on the trauma desk to be the first provider of advice
- Senior on call to be provided by the Level 8 practitioner on MERIT/MAA.
- All calls to be conferenced through the RTD and recorded.
- Where advice given to change receiving hospital or institute alternative course of treatment this to be noted specifically in the case log by the RTD clinician.
- Where the MTC or TU feel that the child needs to go to Birmingham Children's Hospital then Kids Intensive Care and Decision Support (KIDS) must be contacted.

### Advice call criteria

Calls for advice should be generated whenever an on-scene clinician dealing with a major trauma case wishes to discuss care with another colleague.

Typical scenarios are:

- To discuss by pass of TU (LEH) to MTC
- To discuss triage decision in patients who are in high risk category (Step 4 on triage tool)
- To discuss triage to Birmingham Children's Hospital
- To discuss exceeding 45-minute transport time
- To request or discuss need for an enhanced care team
- For advice on use of new therapies in trauma care (e.g. tourniquet)

In most cases the RTD clinician will have the experience and knowledge to support the on-scene practitioner and will only utilise the on call service when the RTD clinician requires senior clinical input.

### Communication pathway

#### Contacting the Regional Trauma Desk (RTD)

The RTD can be contacted by changing channel to talk group **282** on the ARP radio. This is currently marked as "Air Ambulance 3" on the ARP radio folder display. To change to this talk group, press the 'mode' button (pause for a couple of seconds) followed by 282 and then 'transmit' to confirm.

#### Contacting by telephone

The following can be used to contact the R TD: 01384 215695 - RTD Emergency Contact | 01384 215696 - RTD General Enquiries | 01384 215697 - RTD Hospital Line

**Governance arrangements**

The overarching governance of the trauma networks will sit with the Network board comprising commissioners, senior clinicians from across the network providers and patient representatives.

WMAS and the providers of MERIT should ensure that all adverse incidents relating to the provision of advice are formally reviewed and an occurrence report produced for the Trauma Network board on a three-monthly basis.

**Dispatch of MERIT or Enhanced care provider.**

As a result of the discussions following a request for on call advice, it may become apparent that there is a need for an enhanced care response to scene, for a team to meet the crew at a trauma unit ED, or to intercept the crew en route to a major trauma centre. The provider of advice should make this requirement to the RTD clinician who will ensure dispatch of the closest appropriate response according to usual ambulance service protocol.

**Communication mapping for the RTD**

The WMAS Emergency Operations Centre (EOC – control room) Trauma Desk will facilitate communications between all the assets involved in a major trauma case. It will provide clinical advice and support to crews on scene as it will be staffed by trauma specialist paramedics who will rotate through the desk, air ambulance and ECT/MERIT. It will have the ability to arrange a call to be heard by several assets at the same time and conversations will be recorded. A named Level 8 practitioner will be assigned to provide clinical expertise/advice to the Trauma Desk 24 hours a day, 365 days a year. The Level 8 practitioner will be from ECT/MERIT and will be able to speak to crews on scene as well as the KIDS service if required. Conversations between the TU and MTC can also be facilitated through the Trauma Desk.

